

The background of the entire cover is a black and white marbled paper pattern, featuring intricate, swirling, and mottled textures in various shades of gray.

Human Rights Legal Support Centre

Annual

Report

2012-13

About our front cover:

Photo by Linda Roy, Ileva Photography

Linda Roy is an Ojibway Native from the Wikwemikong Unceded Indian Reserve (W.U.I.R). A self taught photographer who works on location and within her Community.

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Message from the Chair

I am very pleased to present the Attorney General of Ontario with the Annual Report of the Human Rights Legal Support Centre for 2012-13.

In the past year, the Centre provided legal and support services to over 18,000 Ontarians who sought our assistance in responding to an incident of discrimination or potential discrimination.

Many people are surprised that Ontarians continue to face discrimination in their daily lives because of race, age, ethnic origin, religion, gender or sexual orientation.

But every day our staff talk to individuals who face discrimination – individuals whose employment is at risk because of a disability or because of pregnancy; individuals who have been denied a service because of their gender identity or sexual orientation; individuals who have been subjected to racial, sexual or homophobic harassment.

Ontarians continue to experience discrimination and the Centre is here to help them understand and enforce their legal rights. In order to increase the Centre's visibility in communities across the province, the Board of Directors tries to hold one meeting each year outside of Toronto. In 2012, the Board met in Thunder Bay, hosting a well-attended community meeting that focussed on discrimination faced by Aboriginal people living in and around Thunder Bay. One of the Centre's former clients, an Aboriginal educator, spoke at our community session, recounting her successful application to the Human Rights Tribunal of Ontario. The Tribunal found that, as an Aboriginal person, our client had

been subjected to "heightened scrutiny, disproportionate blame and over-reaction" in performing her job duties. Media coverage of the event increased community awareness of the Centre's services in Thunder Bay.

In keeping with the focus of our Thunder Bay meeting, this year's Annual Report includes a section on how the Centre provides services to Aboriginal people.

Together with my colleagues on the Board, I would like to extend thanks to the tireless staff at the Human Rights Legal Support Centre who continue to provide excellent service to human rights claimants across Ontario.

Thanks to Jim Thomas, who served on the Board from 2009 to 2013. Jim's valuable contributions included leading the development of our governance structure and serving as Treasurer.



Patrick Case, Chair
Board of Directors

About Us

The Human Rights Legal Support Centre ("Centre") is an independent agency funded by the Government of Ontario.

The Centre is one of three human rights agencies established under Ontario's *Human Rights Code*.

The other two agencies are the Human Rights Tribunal of Ontario and the Ontario Human Rights Commission.

The Centre provides free legal assistance to individuals who have experienced discrimination in an area of daily life (called a "social area") that is covered by the *Code's* anti-discrimination protections. The social areas covered by the *Code* include employment, housing, services, contracts and union or professional memberships.

What does this look like on the ground? The Centre helps people who face discriminatory barriers in finding rental housing, in applying for work or in keeping a job, in going to a restaurant or community facility or in accessing services, such as health care, retail services or education.



What is Discrimination?

Discrimination means treating someone differently and unfairly because of a characteristic such as race, disability, age or gender.

The *Ontario Human Rights Code* is a provincial law that protects individuals from discrimination. Not all unfair treatment is covered by the *Code*. The *Code* prohibits unfair treatment that is based on one of the following personal characteristics – called "grounds of discrimination":

- Race, colour
- Ancestry
- Citizenship
- Place of origin
- Ethnic origin
- Creed (religion)
- Sexual orientation
- Gender identity and expression
- Gender/sex
- Pregnancy
- Sexual solicitation or harassment
- Marital status
- Family status
- Age
- Disability
- Receipt of social assistance (in housing only)
- Pardoned criminal record (in employment only).

Our Services

The Centre provides a range of free legal services across the province to individuals who have been subjected to discriminatory treatment covered by the *Code*.

Our telephone advice service is offered toll-free with TTY access anywhere in Ontario. The Centre's staff provide assistance in over 12 languages, with immediate interpretation available in 140 languages.

The Centre assists callers in understanding whether or not they have experienced discrimination and in deciding whether to take legal steps to address the conduct or treatment at issue. The Centre often helps people resolve disputes without taking legal steps. If an individual wants to pursue a claim at the Human Rights Tribunal of Ontario, we help them to complete and file an application.

The Centre provides legal assistance to every applicant who contacts us with an upcoming mediation or hearing before the Tribunal. The level of service varies depending on the needs of the individual and the complexity of the case. Our service eligibility guidelines can be found on our website.

In providing full representation, the Centre gives priority service to individuals who would face heightened barriers in navigating the human rights process without legal assistance.

The Centre's services include:

- Assistance in negotiating an early resolution of a dispute – we call or write to a potential respondent before filing a human rights application;
- Legal advice on whether the Human Rights Tribunal is the best forum for resolving an issue (e.g. is there another solution or a better legal route?);
- Assistance in preparing and filing an application;
- Ongoing assistance or representation in settlement negotiations;
- Assistance in preparing for a mediation or hearing;
- Representation by one of our lawyers at the mediation or hearing;
- Advice or representation in collecting a settlement or in enforcing a Tribunal order after a successful hearing.

Working across Ontario



In 2012-13, the Centre responded to inquiries from all areas of the province. Each year, more than 60% of inquiries have come from outside the Greater Toronto Area (GTA).

The Centre is headquartered in Toronto, and has legal staff in Guelph, Windsor, Ottawa, Sault Ste. Marie, and Thunder Bay. In 2012-13 we added offices in Brampton and Hamilton.

Highlights of the Year

2012-13 Statistics

Helpline

- 27,629 initial inquiries from 18,083 individuals

Summary Legal Advice

- 13,558 inquiries resulted in individuals receiving free legal assistance about a potential *Human Rights Code* infringement.

Lawyer Services

- 2,250 individuals received in-depth legal services from our lawyers and legal representatives

Financial Compensation

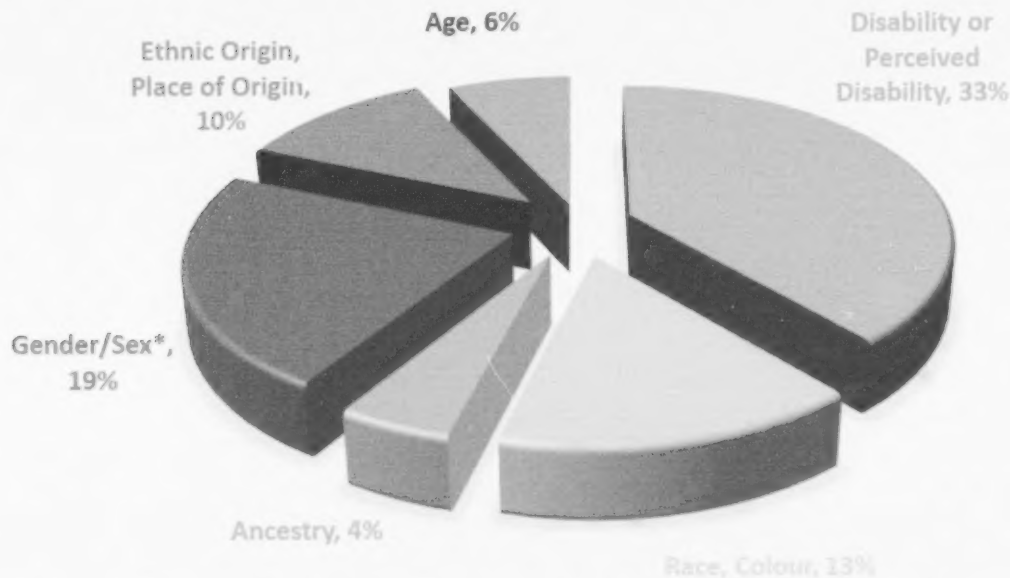
- \$2,906,164 in financial compensation for our clients



The Centre's innovative Anti-Discrimination Intensive Program (ADIP) with Osgoode Hall Law School was recognized by the Canadian Race Relations Foundation (CRRF) at its 7th Annual Award of Excellence program in 2012. Pictured here, from left to right, are: Toni Silberman, Co-Chair, CRRF; Njeri Damali Campbell, JD ADIP student; Patrick Case, Chair, Human Rights Legal Support Centre; Ayman Al-Yassini, Executive Director, CRRF.

Highlights of the Year

TOP GROUNDS OF DISCRIMINATION - CASE FILES



*Gender/sex includes: sexual harassment, sexual solicitation, sexual advances or reprisals, pregnancy

CODE-RELATED INQUIRIES BY SOCIAL AREA



Getting the word out

People learn about their rights and responsibilities under the *Human Rights Code* through media reporting of human rights cases.

Over 90 human rights news items involving the Centre's cases appeared in print, on radio and television across the province in 2012-13, including coverage on:

- Aboriginal Peoples Television Network
- Canada First Perspective
- CBC's Fifth Estate
- CBC Radio
- Canadian Human Resources Reporter
- CTV
- Globe and Mail
- Goldhawk Fights Back, Zoomer Radio
- Kitchener Waterloo Record
- Law Times
- Marathon Mercury
- Marketing Magazine
- Napanee Guide
- OMNI Television News
- Ottawa Citizen
- Punjabi Daily
- Sarnia Observer
- St. Catharines Standard
- Sudbury Star
- The Chronicle Journal (Thunder Bay)
- Toronto Star
- The Chronicle Journal (Thunder Bay)
- Toronto Sun
- Turtle Island News
- Wataway News
- Windsor Star

Headlines that caught attention

Newcomers face illegal rent deposits
(*Toronto Star*)

Time to end cities' discriminatory bylaws
(*Law Times*)

Discrimination shook me to the core
(*Thunder Bay Chronicle*)

Employees given the boot allegedly for not being soccer moms
(*National Post*)

Napanee group home owners and residents file human rights applications
(*Ottawa Citizen*)

\$1.25 hour case a fight about stereotyping
(*Welland Tribune*)



Community Partnerships

The Centre reaches out to communities that are underutilizing our legal services and participates in community and continuing legal educational programs on human rights. We work with partner organizations, including community, labour and legal service organizations, to provide human rights advice and referrals in local communities.



The Centre would like to thank some of the organizations we worked with this year:

Advocacy Centre for the Elderly ○ ARCH Disability Law Centre ○ Canadian Civil Liberties Association ○ Canadian Hearing Society ○ Canadian Mental Health Association ○ Community Living Ontario ○ Confederation College, Thunder Bay ○ Hamilton Community Legal Clinic ○ HIV and Aids Legal Clinic of Ontario (HALCO) ○ Kinna-aweya Community Legal Clinic, Thunder Bay ○ Industrial Accident Victims Group of Ontario (IAVGO) ○ Justicia for Migrant Workers ○ Metropolitan Action Committee on Violence Against Women and Children (METRAC) ○ Legal Assistance Windsor ○ Legal Clinic of Guelph and Wellington County ○ Newcomer Centre of Peel ○ Niagara North Community Legal Assistance ○ Ontario Coalition of Agencies Serving Immigrants ○ Ontario Human Rights Commission ○ Ottawa Tenants Association ○ Parkdale Community Legal Services ○ Rexdale Women's Centre ○ South Ottawa Community Legal Services ○ Tenant Duty Counsel Program of Ontario ○ Workers' Action Centre

"The Centre's commitment to and passion for pioneering the human rights cases of migrant workers is inspiring... The Centre has also worked diligently on behalf of individual migrant workers who needed support to challenge the discrimination they face."

-Jessica Ponting, on behalf of Rural Migrant Workers Human Rights Project

Outreach to Aboriginal communities

The Centre recognizes the unique history and historical oppression of Indigenous communities. The Centre has established an Aboriginal outreach initiative and implemented service guidelines to make our legal assistance more accessible to Aboriginal peoples. This work has become even more important in the past year.

Discrimination against Aboriginal people was very visible in 2012-13 in the wake of Idle No More protests led by members of the Aboriginal community. The ugly backlash was felt across the country, especially in comments in media blogs. One Manitoba newspaper was prompted to close their Facebook page, explaining:

"We won't mince words here. We're leaving [Facebook] because for some time commenters have been posting virulently racist anti-aboriginal comments on our page and tagging photos in a similar way "

Continuing discrimination against Canada's Aboriginal peoples has been documented by study after study. Racism against Aboriginal people surfaces in all sectors of our society. As you will read in our case summaries, one of our clients received a letter from her car

dealership containing the following words:

"Now this is how you show your gratitude, by lying, cheating and stealing from me. Typical Indian."

In the past, Aboriginal peoples have not made extensive use of Ontario's human rights process. There are many valid reasons for this, including the legitimate concern that raising a human rights matter as an Aboriginal person may produce a disproportionate and intensely negative local reaction that could have an impact on other Aboriginal persons in the community.

The changes to the human rights process in Ontario in 2008 removed some of the procedural barriers to human rights enforcement. The Centre hopes that its accessible service and its team of Aboriginal lawyers will encourage and support Aboriginal people who want to use the new human rights system to enforce their right to be free from discrimination.

When callers to the Centre self-identify as Aboriginal, they are asked if they would like to be provided with the services of an Aboriginal Lawyer.

Outreach to Aboriginal communities

In 2012-13, staff at the Centre participated in Aboriginal community events and held legal workshops and consultations with a variety of Aboriginal organizations and individuals including:

- Ontario Federation of Indian Friendship Centres
- Negahneewin College, Confederation College
- Nishnawbe-Aski Legal Services Corporation
- Odawa Native Friendship Centre
- North Bay Indian Friendship Centre
- Thunder Bay Indian Friendship Centre
- Thunder Bay Metis Community Centre
- Baamsedaa, Sarnia Community Legal Assistance
- Beendigen Inc.
- Urban Aboriginal Strategy, Thunder Bay
- Council Fire, Toronto
- Idle No More, Toronto
- Kinna-aweya Legal Clinic
- Union of Ontario Indians
- Native Issues Working Group, Northern Legal Clinics.



Human Rights Stories

Every year, the Centre provides legal services to thousands of individuals with applications and potential applications before the Human Rights Tribunal of Ontario.

A few of the Centre's cases from 2012-13 are summarized below. All settlements are anonymized. For more examples, see *Human Rights Stories* on our [web site](#).

Early Intervention, early resolution

Sometimes the Centre can intervene quickly to solve a problem before the human rights application process has started.

Baby on the way and father needs interpreter

The Centre was contacted by a woman who was due to give birth. Her partner is deaf and wanted to support her during her labour and delivery. The couple asked the hospital to provide an American Sign Language interpreter; the hospital refused.

The Centre successfully negotiated interpretation services in time for the birth.

Back in the job with lost wages restored

The Centre assisted a woman who lost her sales position at a thrift store when she required a medical leave after surgery. The employer terminated her employment when she returned to work because she still needed some modification of her duties due to temporary physical restrictions.

The Centre contacted the store and negotiated an agreement allowing her to return to work.

May 6, 2012

Last week I was excited to hear I might get a promotion.

Today I found out a coworker got it instead.

When I asked my boss the reason why, he told me my accent wasn't "Canadian" enough.

I knew this was wrong, so I contacted the Human Rights Legal Support Centre. They helped me to understand my rights and take action against discrimination.

Rewrite your story.

1-866-625-5179
TTY: 1-866-612-8827
www.hrttc.on.ca

Human Rights Stories

Racist comments in the workplace

The Centre represented a Black employee who was disciplined by an Ontario-wide retail chain after arguing with another employee who had directed racist comments at him.

The Centre negotiated an agreement that resulted in:

- Withdrawal of discipline from his file
- Permanent transfer to another facility
- Personal apology from the vice-president
- Final warning to the person who made the racist comments.

Settlements of applications before or at the hearing

Many clients choose to settle their applications rather than go through a full hearing. We negotiate settlements at a Tribunal mediation or directly between the parties. The terms of settlement are usually confidential and may include both individual remedies such as financial compensation, and public interest remedies, such as a revised workplace policy on harassment or on accommodation of disabilities.

The Centre works with applicants to seek public interest remedies that help others who might face similar discrimination.

Police Service to improve services for deaf and hard of hearing residents

The Centre represented a man who is deaf and communicates through American Sign Language. Our client had a number of interactions with a police detachment. Interpretation services were not provided.

The Human Rights Legal Support Centre negotiated an agreement, which required the police service to:

- Implement Video Remote Interpreting Service Technology
- Train staff on anti-audism and the accommodation of individuals who are deaf, with the Canadian Hearing Society to provide the training
- Implement a new standard operating procedure to address the accommodation of deaf individuals
- Update "shift briefing materials" relating to working with members of the deaf and the hard-of-hearing community.

Human Rights Stories

Employer to compensate for discrimination against gender-transitioning employee

The Centre represented an individual who was transitioning from female to male with the assistance of the Centre for Addiction and Mental Health's Gender Transition Program. The Program required him to live publicly as a man and required a letter from his employer verifying that he was using his new (male) name at work.

After our client asked his supervisor for the required letter, he was subjected to ongoing harassment based on his gender identity, including a refusal to call him by his new male name. He was fired.

The Centre negotiated a settlement that included:

- Financial compensation for the discrimination
- Lost wages
- Training for supervisors, the human resources department and all existing and new employees on gender identity issues
- One-on-one training session with the harasser and his supervisor
- Amendment of the human resources policy to include gender identity issues.

School Board settles application seeking employment equity program

Ranjit Khatkur filed a human rights application against her employer, the Peel District Peel Board, alleging failure to promote her to the post of Principal because of her race, colour, place of origin and ethnic origin.

The Toronto Star covered the case, reporting that only 2 percent of school principals in Peel were of South Asian background, while close to 30 percent of Peel residents identified as South Asian.

The Centre represented Ms. Khatkur at her hearing before the Tribunal. As reported by the Star, Ms. Khatkur's application sought an order requiring the Peel Board to:

- Develop equity policies inclusive of marginalized groups
- Review the hiring, promotion and retention process
- Ensure better reflection of visible minorities within senior administration.

The Centre negotiated a confidential settlement with the Board before Ms. Khatkur's hearing was completed.

Human Rights Stories

Landlord to develop human rights and disability policy

The Centre represented a woman who had a number of physical disabilities. She had lived in the same building for over 10 years. Shortly after a new owners took over the building, the building manager began swearing at her and harassing her. The harassment explicitly targeted her as a disabled person and a woman.

After a medical emergency in which the tenant was injured in a fall in the stairwell and had to be rushed to the hospital, the owners tried to evict her through the Landlord and Tenant Board. The tenant filed a human rights application on the basis that the landlord was treating her unfairly because of her disabilities.

At the first day of the human rights hearing, the Centre negotiated an agreement that included:

- Financial compensation for the discrimination
- Human rights training for the landlord;
- Development of a new policy on accommodating tenants with disabilities, to be posted in the building.



Human Rights Stories

Representation at hearings before the Human Rights Tribunal of Ontario

When a case does not settle at mediation, it is scheduled for a hearing before the Human Rights Tribunal of Ontario.

Four cases where the Centre represented the applicant at a hearing in 2012-13 are summarized below.

Islam v. Helrit Investments Ltd.

The Centre represented Mr. Islam, a recently arrived immigrant from Bangladesh. Mr. Islam was asked by a prospective landlord to pay twelve months rent in advance in order to be eligible for an apartment.

When newcomers are asked for more than two months rent in advance, two laws in Ontario are violated: the *Residential Tenancies Act* and the *Human Rights Code*. Making additional requirements of newcomers is discriminatory under the *Code*.

On the first day of the hearing, the Centre negotiated with the landlord. The result was a Tribunal consent order requiring the landlord to:

- Distribute in all their buildings a human rights policy clarifying the requirements of the *Code*
- Ensure all building staff understand their human rights obligations under the *Code*.

The landlord agreed to a joint media release announcing the terms of the settlement, recognizing that this would alert new Canadians to their rights and remind other landlords of their legal responsibilities.

"I am glad that I brought this forward and I encourage others to assert their rights."

-Rafiqul Islam

Russell v. Indeka Imports

The Centre represented Ms. Russell, a long-term factory worker who was fired when she returned from a medical leave. At the hearing, the employer claimed that she was fired because work was slow. No other workers were let go.

The Tribunal held that the applicant's medical leave was a factor in the decision to lay her off.

The Tribunal ordered:

- \$15,000 financial compensation for the discrimination
- Payment of lost benefits
- Human rights training for the company's managers and supervisors within 60 days.

Human Rights Stories

Longboat v 708179 Ontario Inc. and Dennis Davison

When Ms. Longboat fell behind on the leasing payments for her van, she received a letter from the leasing company that contained the following:

"I didn't want to lease you a vehicle, but when you promised repeatedly to pay me on time, I let you have the van. Now this is how you show your gratitude, by lying, cheating and stealing from me.
Typical Indian."

The Centre represented Ms. Longboat at her hearing. The Tribunal decision stated:

"... the message underlying the respondents' comment was that Aboriginal people lie, cheat and steal. The remark evokes the notion that people of Aboriginal ancestry are untrustworthy and not legitimate members of Canadian society because they perpetrate fraud in order to get what they want."

The Tribunal ordered:

- \$15,000 financial compensation for the discrimination.

G.G. v. 1489024 Ontario (Image Printing and Signs Ltd.)

The Centre represented an employee who had been sexually harassed and assaulted by her employer.

The Centre requested that the applicant's human rights claim be anonymized as it contained many personal and graphic details. The Tribunal granted the request.

The Tribunal found that Image Printing and Signs Ltd. and Noel Elias violated the applicant's right to be free from sexual solicitation and harassment.

The Tribunal ordered:

- \$18,000 financial compensation for the discrimination and harassment
- \$11,930 for lost wages
- A sexual harassment policy to be developed and implemented within 90 days, with a copy sent to the Centre.

Evaluating our services

Feedback surveys are provided to each client who receives legal representation from the Centre, upon the closing of their file.

When asked to rate the services of the Centre, clients provided the following feedback:

"I was fully informed and was extremely satisfied of my treatment, support, information, and conclusion of case.."

"I was overwhelmingly satisfied by the service, competence and thoroughness of the of the entire experience.."

"I can't think of any way your services could be improved. I will always be eternally grateful to your organization."

Some expressions of gratitude from our clients:

Much appreciation to you for your amazing spirit, knowledge, care, kindness, compassion and sense of humor during my journey through the huge bizarre world I seemed to have been put in. The time and concern you gave me deeply touched my heart, spirit and I would have not gotten through without your expertise and patience.

"Thank you so much for all your hard work! You have inspired me to always push forward and stand up for myself and others."

"Thanks again, you've been wonderful and your assistance has given us peace of mind where as before we felt scared and alone."

I really appreciate and feel thankful for your kindness, care and time on my case and for all your help with fighting for me for my rights and the remedies. I will never forget that you were willing to spend your holiday with me, preparing me for the hearing.

Performance Measures

The Centre establishes performance goals each year as part of its annual planning process. The chart below sets out the goals for 2012/13 and our success in meeting those goals.

Information and Advice service

2012/2013	2012/2013
Performance Target	Achievement
a) 25,500 inquiries answered	27,629 inquiries answered
b) 78% of calls are answered	84% of calls were answered

Settlement Rate

2012/2013	2012/2013
Performance Target	Achievement
75% of cases that reach mediation are resolved during the mediation process	74% of mediation cases were resolved, resulting in 164 cases settled at mediation. Another 99 cases were settled at or before hearing.

Client Satisfaction

2012/2013	2012/2013
Performance Target	Achievement
At least 85% of clients report that they were satisfied or very satisfied with the Centre's services	97% of clients reported that they were satisfied or very satisfied with our services

Media Coverage

2012/2013	2012/2013
Performance Target	Achievement
The Centre achieves positive mainstream media coverage for at least 5 human rights stories arising out of our services.	The Centre achieved positive mainstream media coverage for 6 of our cases, resulting in over 90 media spots related to the 6 cases.

Ontario's Human Rights Review

In November 2012, the Attorney General received the final report of the Ontario Human Rights Review. The report, prepared by independent reviewer Andrew Pinto, concluded that the 2008 changes to Ontario's human rights process have produced a better overall enforcement system—a fair and transparent dispute resolution process for all parties.

The 200 page report made 33 recommendations to further improve Ontario's human rights system. The recommendations that focussed on the Centre are set out below, together with the steps that we have taken to address each recommendation.

The Pinto Report recommended that the Government increase the Centre's funding to support an expansion of legal services for human rights applicants.

Recommendation	Action/Results
Telephone Advice Service <ul style="list-style-type: none"> • Reduce call wait times. • Provide more information to callers in queue. 	<ul style="list-style-type: none"> • Wait times reduced to 6 minutes. • 84% of calls now answered. • Callers on hold get extensive human rights information, including information on their place in queue.
Legal Services <ul style="list-style-type: none"> • Reduce wait times to meet with a lawyer. 	<ul style="list-style-type: none"> • A caller with an upcoming mediation or hearing, or other Tribunal deadline, is scheduled to meet with a lawyer within 2 weeks. • Non-urgent interviews are scheduled within 7 weeks.
Lawyer Services at Mediation <ul style="list-style-type: none"> • Increase services available to applicants facing a Tribunal mediation. 	<ul style="list-style-type: none"> • Pilot project underway to significantly increase legal services at mediation. • Goal is to represent applicants at up to 3 times more mediations.
Province-wide Legal Services <ul style="list-style-type: none"> • Expand placement of staff in community legal clinics outside Toronto. 	<ul style="list-style-type: none"> • Lawyers have recently been placed in Hamilton and Peel. • The Centre also has lawyers in Windsor, Thunder Bay, Ottawa, Guelph, Sault Ste. Marie.
Relationship with Commission and Tribunal <ul style="list-style-type: none"> • Establish better communication links with Commission and Tribunal. 	<ul style="list-style-type: none"> • The Centre is working with the Tribunal and Commission to increase coordination in the delivery of our mandates.
Services for Aboriginal Individuals and Communities <ul style="list-style-type: none"> • Increase engagement of Aboriginal persons in the human rights system. 	<ul style="list-style-type: none"> • The Centre has a service policy designed to ensure culturally appropriate services for Aboriginal persons. • Aboriginal lawyers are on staff to assist Aboriginal individuals who would prefer to have legal services delivered by an Aboriginal person. • The Centre works with Aboriginal media to bring our services to the attention of Aboriginal communities across Ontario. • The Centre has an active program of outreach to Aboriginal organizations.

Our Staff



Pictured here are some of the Centre's staff, including most of our Toronto team and a couple of lawyers from our provincial staff. The Centre is headquartered in Toronto, and has legal staff in Brampton, Guelph, Hamilton Ottawa, Sault Ste. Marie, Thunder Bay and Windsor. More than 60% of our inquiries come from outside the Greater Toronto Area. The staff work in teams, composed of lawyers, paralegals, human rights advisors and representatives, legal case coordinators as well as administrative and management staff. This structure allows the staff to share information, skills and resources and problem-solve together, supporting high quality services.

Board of Directors

Patrick Case, LL.B., LL.M (Osgoode) was appointed as Chair of the Human Rights Legal Support Centre in October, 2010. He currently teaches in the department of Political Science at the University of Guelph. He teaches human rights and Charter related courses and is an Adjunct Professor at Osgoode Hall Law School. Mr. Case is also a member of the board of Facing History and Ourselves, an organization that helps educators worldwide link the past to moral choices today.

From 2006 to 2010 Mr. Case held an appointment as a Commissioner at the Ontario Human Rights Commission. He has been a trade unionist, a school trustee and a practitioner whose chief focus was

serving women who were victims of male violence. Mr. Case has served as a staff lawyer in the Family Law Division at Parkdale Community Legal Services. He is the past Chair of the Canadian Race Relations Foundation, which was created as a part of the federal government's redress agreement with Japanese Canadians and has been a Co-Chair of the Equality Rights Panel of the Court Challenges Program of Canada.

*Appointed October 20, 2010
to October 19, 2015*



Eugenia Papageorgiou is Counsel to the Class Proceedings Committee of the Law Foundation of Ontario. Prior to this, she was Litigation Partner at McCarthy Tetrault LLP, Assistant General Counsel at York University and Assistant Crown Attorney at the Ministry of the Attorney General. Ms. Papageorgiou is the current President and a board member of the Barbra Schlifer Commemorative Clinic and a member of the Christian Development committee at Humbercrest United Church.

Appointed April 9, 2008 to April 8, 2013.

Jim Thomas is the President of the Centre for Creative Change, a change management consulting firm. He has over fourteen years of experience assisting Boards of Directors and large organizations in areas of Board effectiveness and governance. He conducts negotiations on behalf of the Ontario government and has facilitated many disputes and conflicts within the broader public sector. He is a former Ontario Deputy Minister of Labour and Management Board and is a lawyer and engineer.

Appointed December 2, 2009 - Resigned May 2, 2013.



Board of Directors



Mary Gusella, J.D. has served as the Chief Commissioner of the Canadian Human Rights Commission, Canadian Chair of the International Joint Commission of Canada and the United States, a member of the Public Service Commission, President of the Atlantic Canada Opportunities Agency, and Chair and President of Enterprise Cape Breton Corporation. In addition, she was a Board member and President of the Institute of Public Administration of Canada and a member of the Canadian Human Rights Museum Advisory Committee. Ms. Gusella holds membership with the Law Society of Upper Canada and the International Commission of Jurists - Canadian

Section. She has a Certificate from the Canadian Securities Institute and holds undergraduate degrees from the Universities of Toronto and Ottawa.

Appointed September 17, 2009 to November 24, 2014.

Patrick Nadjiwan is a member of the Chippewas of Nawash First Nation. Mr. Nadjiwan has practiced Aboriginal Law for the past fifteen years, providing general legal counsel to clientele of First Nations Governments, Tribal Councils, Aboriginal organizations, and Aboriginal individuals. Mr. Nadjiwan operates his own legal firm, Nadjiwan Law Office, and has diverse experience in areas such as litigation, First Nation governance, corporate governance, administrative law, employment law, and constitutional law.



Appointed September 17, 2009 to November 24, 2014.



Nancy Gignac has served as an educator with the Greater Essex County District School Board. As Supervising Principal of Special Education, she was primarily responsible for special education programs and services in both elementary and secondary schools. Ms. Gignac is employed as a sessional instructor with the University of Windsor, Queens University and St. Clair College and is currently working as a self-employed education consultant. She has served on the Board of Directors for the Windsor-Essex Children's Aid Society and the Maryvale Adolescent and Family Services as both Board member and President and currently sits as a Board member for Maryvale and the John McGivney Children's Centre.

Appointed September 17, 2009 to November 24, 2014.



HUMAN RIGHTS LEGAL SUPPORT CENTRE

FINANCIAL STATEMENTS

MARCH 31, 2013 AND 2012

HILBORN_{LLP}

Independent Auditor's Report

To the Director of
Human Rights Legal Support Centre

We have audited the accompanying financial statements of Human Rights Legal Support Centre, which comprise the statements of financial position as at March 31, 2013, March 31, 2012 and April 1, 2011, and the statements of operations, net assets and cash flows for the years ended March 31, 2013 and March 31, 2012, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

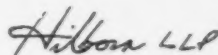
Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Centre's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Centre's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of Human Rights Legal Support Centre as at March 31, 2013, March 31, 2012 and April 1, 2011, and the results of its operations and its cash flows for the years ended March 31, 2013 and March 31, 2012 in accordance with Canadian accounting standards for not-for-profit organizations.



Toronto, Ontario
September 11, 2013

Chartered Professional Accountants
Licensed Public Accountants

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statements of Financial Position

	March 31, 2013 \$	March 31, 2012 \$	April 1, 2011 \$
ASSETS			
Current assets			
Cash	504,292	379,328	264,742
HST receivable	54,756	82,389	67,796
Prepaid expenses	81,857	128,408	118,241
	<u>640,905</u>	<u>590,125</u>	<u>450,779</u>
Long-term assets			
Property and equipment (note 4)	73,811	122,830	168,367
Intangible assets (note 5)	364,981	482,668	405,016
	<u>438,792</u>	<u>605,498</u>	<u>573,383</u>
	<u>1,079,697</u>	<u>1,195,623</u>	<u>1,024,162</u>
LIABILITIES			
Current liabilities			
Accounts payable and accrued liabilities	368,899	464,301	439,151
NET ASSETS (note 7)	<u>710,798</u>	<u>731,322</u>	<u>585,011</u>
	<u>1,079,697</u>	<u>1,195,623</u>	<u>1,024,162</u>

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statements of Operations

Years ended March 31	2013 \$	2012 \$
Revenues		
Ministry of the Attorney General	5,476,200	5,521,200
Other income	12,916	2,675
	<u>5,489,116</u>	<u>5,523,875</u>
Expenditures		
Salaries and wages	3,687,124	3,860,963
Employee benefits	754,362	693,488
Amortization	234,068	191,058
Travel	28,406	29,767
Supplies and equipment	105,761	127,689
Board expenses	31,982	29,382
Communications	117,227	102,906
Province wide service delivery	56,287	47,656
Services	494,423	294,655
	<u>5,509,640</u>	<u>5,377,564</u>
Excess of revenues over expenditures (expenditures over revenues) for year	<u>(20,524)</u>	<u>146,311</u>

Statements of Net Assets

Years ended March 31	2013 \$	2012 \$
Net assets, beginning of year	731,322	585,011
Excess of revenues over expenditures (expenditures over revenues) for year	<u>(20,524)</u>	<u>146,311</u>
Net assets, end of year	<u>710,798</u>	<u>731,322</u>

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Statements of Cash Flows

Years ended March 31	2013 \$	2012 \$
Cash flows from operating activities		
Excess of revenues over expenditures (expenditures over revenues) for year	(20,524)	146,311
Adjustments to determine net cash provided by (used in) operating activities		
Amortization	234,068	191,058
	213,544	337,369
Change in non-cash working capital items		
Decrease (Increase) in HST receivable	27,633	(14,593)
Decrease (increase) in prepaid expenses	46,551	(10,167)
Increase (decrease) in accounts payable and accrued liabilities	(95,402)	25,150
	192,326	337,759
Cash flows from investing activities		
Purchase of property and equipment	(36,597)	(33,250)
Intangible assets	(30,765)	(189,923)
	(67,362)	(223,173)
Net change in cash during the year	124,964	114,586
Cash, beginning of year	379,328	264,742
Cash, end of year	504,292	379,328

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements

March 31, 2013 and 2012

Nature of operations

Human Rights Legal Support Centre ("Centre") was established December 20, 2006, as a corporation without share capital as a result of Royal Assent being granted to Section 45.11 of the Human Rights Code Amendment Act, 2006. The legislation took effect on June 30, 2008 and the Centre opened on that day.

The Centre is not a Crown agency, but is designated as an operational service agency and reports to the Ministry of the Attorney General ("MAG"). The Centre is independent from, but accountable to the Government of Ontario. Pursuant to a Memorandum of Understanding ("MOU") between the Centre and the Attorney General for the Province of Ontario the objects of the Centre are:

- (a) to establish and administer a cost-effective and efficient system for providing support services, including legal services, respecting applications to the Ontario Human Rights Tribunal under Part IV of the code; and
- (b) to establish policies and priorities for the provision of support services based on financial resources.

The Centre is a not-for-profit organization and as such is exempt from income taxes.

1. Significant accounting policies

These financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations ("ASNFP") and include the following significant accounting policies:

(a) Revenue recognition

The Centre receives revenue from the MAG. The amounts are recorded as revenue when received or receivable. All of the funds received are restricted as to use for purposes set out in the MOU.

(b) Financial instruments

(i) Measurement of financial instruments

The Centre initially measures its financial assets and financial liabilities at fair value adjusted by transaction costs in the case where a financial asset or financial liability is subsequently measured at amortized cost.

The Centre subsequently measures all its financial assets and financial liabilities at amortized cost.

Financial assets measured at amortized cost include cash.

Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2013 and 2012

1. Significant accounting policies (continued)

(ii) Impairment

At the end of each reporting period, the Centre assesses whether there are any indications that a financial asset measured at amortized cost may be impaired. Objective evidence of impairment includes observable data that comes to the attention of the Centre. In the opinion of management there is no evidence of impairment of financial assets.

(c) Property and equipment

The costs of capital assets are capitalized upon meeting the criteria for recognition as a capital asset; otherwise, costs are expensed as incurred. The cost of a capital asset comprises its purchase price and any directly attributable cost of preparing the asset for its intended use.

Capital assets are measured at cost less accumulated amortization and accumulated impairment losses.

Amortization is provided for on a straight-line basis at rates designed to amortize the cost of the capital assets over their estimated useful lives. The annual amortization rates are as follows:

Furniture and fixtures	5 years straight-line
Computer equipment	3 years straight-line

A capital asset is tested for impairment whenever events or changes in circumstances indicate that its carrying amount may not be recoverable. An impairment loss is recognized in the statements of operations when the carrying amount of the asset exceeds the sum of the undiscounted cash flows resulting from its use and eventual disposition. The impairment loss is measured as the amount by which the carrying amount of the capital asset exceeds its fair value.

An impairment loss is not reversed if the fair value of the capital asset subsequently increases.

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2013 and 2012

1. Significant accounting policies (continued)

(d) Intangible assets

The costs of intangible assets are capitalized upon meeting the criteria for recognition as an intangible asset, otherwise, costs are expensed as incurred. The cost of a separately acquired intangible asset comprises its purchase price and any directly attributable cost of preparing the asset for its intended use.

Intangible assets are measured at cost less accumulated amortization and accumulated impairment losses.

Amortization of application software is provided for on a straight-line basis at rates designed to amortize the cost of the intangible assets over their estimated useful lives. The annual amortization rates are as follows:

Computer software	3 years straight-line
Client tracking tool	5 years straight-line

An intangible asset is tested for impairment whenever events or changes in circumstances indicate that its carrying amount may not be recoverable. If any potential impairment is identified, then the amount of the impairment is quantified by comparing the carrying value of the intangible asset to its fair value. Any impairment of the intangible asset is charged to income in the period in which the impairment is determined.

An impairment loss is not reversed if the fair value of the intangible asset subsequently increases.

(e) Management estimates

The preparation of financial statements in conformity with Canadian accounting standards for not-for-profit organizations requires management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts of assets and liabilities and the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the current period. Actual results may differ from these estimates, the impact of which would be recorded in future periods.

Estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognized in the year in which the estimates are revised and in any future years affected.

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2013 and 2012

2. Adoption of accounting standards for not-for-profit organizations

These financial statements were prepared in accordance with Accounting Standards for Not-for-Profit Organizations ("ASNFP") which comprises Part III of the CICA Handbook - Accounting.

The Centre's first reporting period using ASNFP is for the year ended March 31, 2013. As a result, the date of transition to ASNFP is April 1, 2011. The Centre had previously presented its financial statements under in accordance with Canadian generally accepted accounting principles ("CGAAP") annually on March 31 of each fiscal year up to, and including, March 31, 2012.

As these financial statements are the first financial statements for which the Centre has applied ASNFP, the financial statements have been prepared in accordance with the provisions set out in Section 1501 of ASNFP, First-time Adoption by Not-for-profit Organizations.

The Centre is required to apply ASNFP effective for periods ending on March 31, 2013 in:

- a) Preparing and presenting its opening statement of financial position at April 1, 2011;
- b) Preparing and presenting its statement of financial position for March 31, 2013 (including comparative amounts for 2012), statement of operations, statement of changes in net assets, and statement of cash flows for the year ended March 31, 2013 (including comparative amounts for 2012) and disclosures (including comparative information for 2012).

The Centre issued financial statements for the year ended March 31, 2012 using generally accepted accounting principles prescribed by Part V of the CICA Handbook-Accounting. The adoption of ASNFP had no impact on the previously reported assets, liabilities and net assets of the Centre, and accordingly, no adjustments have been recorded in the comparative balance sheet, statement of operations, statement of net assets and the cash flow statement. Certain of the organization's presentation and disclosures included in these financial statements reflect the new presentation and disclosure requirement of ASNFP.

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2013 and 2012

3. Financial instruments

The Centre is exposed to financial risks in its financial instruments as described below.

The financial instruments of the Centre and the nature of the risks to which it may be subject are as follows:

Financial instrument	Risks				
	Credit	Liquidity	Market risk		
			Currency	Interest rate	Other price
Cash	X				
Accounts payable and accrued liabilities		X			

(a) Credit risk

Credit risk is the risk that one party to a transaction will fail to discharge an obligation and cause the other party to incur a financial loss. Cash is held in a major Canadian chartered bank. It is management's opinion that the Centre is not exposed to significant credit risk arising from its financial instruments..

(b) Liquidity risk

Liquidity risk is the risk that the Centre cannot repay its obligations when they become due to its creditors. The Centre meets its liquidity requirements by preparing and monitoring detailed forecasts of cash flows from operations, anticipating investing and financing activities and holding assets that can readily be converted into cash. In the opinion of management the Centre is not exposed to significant liquidity risk arising from its financial instruments.

(c) Currency risk

Currency risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate relative to the Canadian dollar due to changes in foreign exchange rates. At this time the Centre has minimal transactions involving foreign currency, therefore in the opinion of management the Centre is not exposed to currency risk.

(d) Market risk

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk is comprised of currency risk, interest rate risk and other price risk. The Centre does not invest in financial instruments subject to market risk. In the opinion of management the Centre is not exposed to significant market risk.

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2013 and 2012

3. **Financial instruments (continued)**

(e) **Interest rate risk**

Interest rate risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate due to changes in market interest rates.

The exposure of the Centre to interest rate risk arises from its interest bearing assets. In the opinion of management the interest risk exposure to the Centre is not significant

(f) **Concentration risk**

Concentration of risk may arise from the concentration of counterparties belonging to specific industry sectors, categories of credit quality or geographical distribution or the existence of a limited number of individual counterparties which could result in a higher risk to the business in the event of the occurrence of an economic event which impacts the counterparties in a similar manner. In management's opinion, there is no significant concentration of risk in its financial instruments.

(g) **Price risk**

Other price risk refers to the risk that the fair value of financial instruments or future cash flows associated with the instruments will fluctuate because of changes in market prices (other than those arising from currency risk or interest rate risk), whether those changes are caused by factors specific to the individual instrument or its issuer or factors affecting all similar instruments traded in the market. The Centre is not exposed to other price risk.

(h) **Changes in risk**

There have been no changes in the Centre's risk exposures from the prior year.

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2013 and 2012

4. Property and equipment

	March 31, 2013		
	Cost \$	Accumulated Amortization \$	Net \$
Furniture and fixtures	4,150	2,490	1,660
Computer equipment	295,471	223,320	72,151
	<u>299,621</u>	<u>225,810</u>	<u>73,811</u>
	March 31, 2012		
	Cost \$	Accumulated Amortization \$	Net \$
Furniture and fixtures	4,150	1,660	2,490
Computer equipment	258,874	138,534	120,340
	<u>263,024</u>	<u>140,194</u>	<u>122,830</u>
	April 1, 2011		
	Cost \$	Accumulated Amortization \$	Net \$
Furniture and fixtures	4,150	830	3,320
Computer equipment	225,623	60,576	165,047
	<u>229,773</u>	<u>61,406</u>	<u>168,367</u>

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2013 and 2012

5. Intangible assets

	March 31, 2013		
	Cost \$	Accumulated Amortization \$	Net \$
Computer software	118,689	99,205	19,484
Client tracking tool	575,208	229,711	345,497
	<u>693,897</u>	<u>328,916</u>	<u>364,981</u>
	March 31, 2012		
	Cost \$	Accumulated Amortization \$	Net \$
Computer software	118,689	59,643	59,046
Client tracking tool	544,444	120,822	423,622
	<u>663,133</u>	<u>180,465</u>	<u>482,668</u>
	April 1, 2011		
	Cost \$	Accumulated Amortization \$	Net \$
Computer software	110,203	22,727	87,476
Client tracking tool	363,008	45,468	317,540
	<u>473,211</u>	<u>68,195</u>	<u>405,016</u>

6. Pension plan

The Centre through the sponsorship of MAG is a participating employer to a defined benefit plan administered by the Ontario Pension Board ("OPB") for employees of the province of Ontario. Based on contribution rates as set by the OPB The Centre matches employee contributions to the plan at the rate of 6.4% of earnings up to the CPP yearly pension maximum entitlement ("YPME") and 9.5% for earnings above the YPME. The plan is being accounted for as a defined contribution plan as there is not sufficient information to follow the reporting requirements of a defined benefit plan. The Centre contributed \$255,757 (2012 - \$248,339) to the plan which is recorded in employee benefits in the statement of operations.

HUMAN RIGHTS LEGAL SUPPORT CENTRE

Notes to Financial Statements (continued)

March 31, 2013 and 2012

7. Grant revenue allocation

The Centre has expended grant funds received as follows:

	2013 \$	2012 \$
Revenue - Ministry of Attorney General	5,476,200	5,521,200
Other income	12,916	2,675
Operating expenses	(5,509,640)	(5,377,564)
Amortization included in operating expenses	234,068	191,058
Purchase of property and equipment	(67,362)	(223,173)
	<u>146,182</u>	<u>114,196</u>

Reconciliation of net assets

	Capital \$	Operating \$	Total \$
Net assets, beginning of year	605,498	125,824	731,322
Excess of revenues over expenditures (expenditures over revenues) for year	(234,068)	213,544	(20,524)
Funds transferred to capital fund	67,362	(67,362)	-
	<u>438,792</u>	<u>272,006</u>	<u>710,798</u>

8. Commitments

The Centre has entered into commitments to lease various office equipment. Annual equipment lease payment as follows:

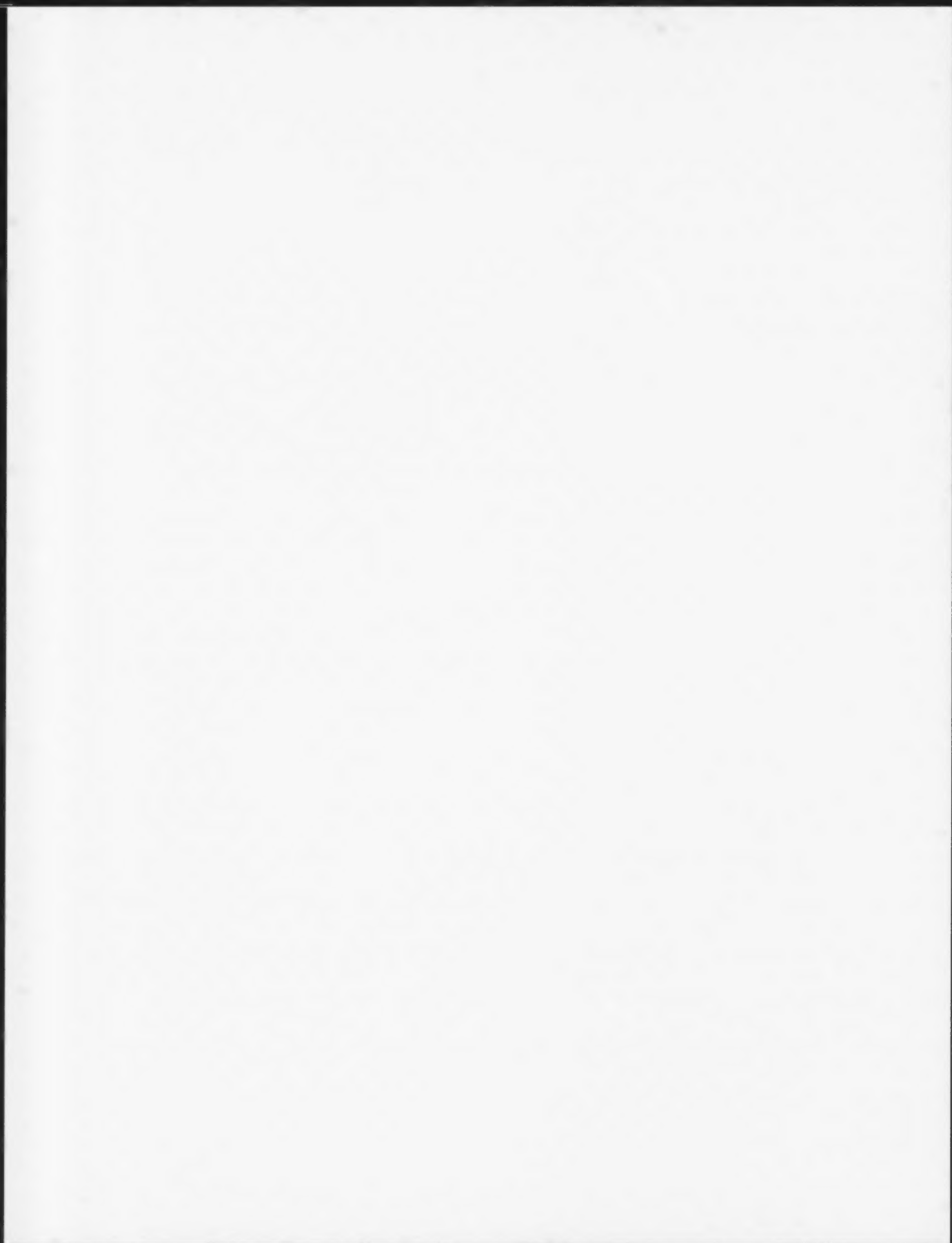
	\$
2014	7,851
2015	5,591
2016	1,526
2017	<u>1,017</u>
	<u>15,985</u>

9. Economic dependence

The organization derives all its revenues from the Ministry of the Attorney General.

HILBORN

LISTENERS. THINKERS. DOERS.



Human Rights Tribunal of Ontario (HRT) Decisions on Human Rights Legal Support Centre (HRLSC) Cases
April 1, 2012 to March 31, 2013

- A. Definitions and Explanatory Notes
- B. Final Decisions
- C. Reconsideration Decisions
- D. Substantive Interim Decisions
- E. Reconsideration Decisions

A. Definitions and Explanatory Notes

Breach of settlement is when one party does not comply with a settlement agreed upon at a mediation

Decision on remedy – deferred means that the Tribunal upheld a finding of discrimination, but was to later decide on what remedies to award a later date.

General damages are awarded for pain and suffering as a result of the discrimination

Interim decisions are not a final decision of the Tribunal. It usually deals with a procedural question or issues about how the case is going to proceed.

Interim Remedy is a request to the Tribunal to require that the Respondent do (or not do) something even though the case has not yet been decided (such as keep an employee's hours at the same level).

Judicial Review refers to a request to Ontario's Divisional Court to determine if a Tribunal decision was correct in law.

Merits refers to the particulars of the case and whether there is sufficient evidence or causal connection with the *Human Rights Code*.

A public interest remedy is a broader systemic remedy and is intended to try to prevent the discrimination from recurring in the future.

Request for Reconsideration is a request to the Tribunal to reconsider a final decision.

S. 45(1) refers to Section 45(1) of the *Human Rights Code* and the Tribunal's power to decide whether an Application has already been appropriately dealt with in another proceeding.

Special damages are awarded for particular financial losses, such as lost wages, or benefits.

B. FINAL DECISIONS

	Decision Date	Ground(s)	Social Area	Result/Remedy
642518 Canada Inc. v. Vetrichek, 2012 ONSC 5546	1 October, 2012	Disability	Employment	Respondent's request for Judicial Review of 2010 HRTO 757 and 2010 HRTO 1436 – dismissed.
Dream Team v Toronto (City), 2012 ONSC 3904	10 August, 2012	Disability	Housing	Respondent's request for Judicial Review of 2102 HRTO 25 – dismissed.
G.G v. 1489024 Ontario Ltd., 2012 HRTO 1197	18 June, 2012	Sex (sexual harassment & solicitation)	Employment	Application Granted. General Damages: \$18, 000.00 Special Damages: \$11, 930 (lost wages) Public interest remedies: Within 90 days, the Respondent is required to develop and implement a sexual harassment policy for the organization and provide a copy of the policy to the applicant's counsel
Islam v. Helrit Investments Ltd., 2013 HRTO 390	7 March, 2013	Place of Origin, Citizenship	Housing	On consent, Tribunal ordered release of joint statement to the media.
Kacan v. Ontario Public Service Employees Union, 2012 HRTO 1388	16 July, 2012	Disability	Housing and Goods, Services or Facilities	Application Dismissed (merits – picketing does not fall within the social area of housing or of services).

	Decision Date	Ground(s)	Social Area	Result/Remedy
Korkola v. Maid Day! Maid Day! Inc.,	28 March, 2013	Sex (Pregnancy)	Employment	<p>Application Granted.</p> <p>General Damages: \$13,000.00</p> <p>Special Damages: \$1,962.00 (lost wages)</p> <p>Public Interest Remedies: Within 90 days</p> <ul style="list-style-type: none"> • personal respondent and all employees who perform management or supervisory functions to complete Ontario Human Rights Commission's online training module on human rights • respondent shall provide to the applicant a copy of its human rights policy that is consistent with its obligations under the Code
Longboat v. 708179 Ontario Inc., 2012 HRT0 2170	19 November, 2012	Race and related grounds	Contracts and Goods, Services or Facilities	<p>Application Granted.</p> <p>General damages: \$15,000.00</p>
Martinez v. Garcia, 2012 HRT0 1239	25 June, 2012	Place of origin, Ancestry, Receipt of social assistance	Housing	<p>Application Granted.</p> <p>General damages: \$1,000.00</p>

	Decision Date	Ground(s)	Social Area	Result/Remedy
Ong v. Poya Organics & Spa Ltd., 2012 HRTO 2058	8 November, 2012	Sex (Pregnancy)	Employment	<p>Application Granted.</p> <p>General Damages: \$12,000.00</p> <p>Special Damages: \$5,280.00 (lost wages)</p> <p>Personal and corporate respondents deemed jointly and severally liable.</p>
Patterson v. Mississauga (City), 2013 HRTO 395	8 March, 2013	Color, Age	Employment	<p>Application Dismissed (most allegations for delay, remainder as having no reasonable prospect of success).</p>
Pilkey v. Guild Automotive Restorations Inc., 2012 HRTO 1522	3 August, 2012	Sex, Disability, Family Status, Reprisal	Employment	<p>Application Granted.</p> <p>General Damages: \$15,000.00</p> <p>Special Damages: \$15,680.00 (lost wages)</p>

	Decision Date	Ground(s)	Social Area	Result/Remedy
Russell v. Indeka Imports Ltd., 2012 HRTO 926	16 May, 2012	Disability	Employment	<p>Application Granted.</p> <p>General Damages: \$15, 000</p> <p>Special Damages: parties to determine sum payable for lost Employment Insurance benefits, failing which they shall set out their respective calculations and Tribunal will determine matter</p> <p>Public interest remedies: Within 60 days the respondent's managers and supervisors shall complete the Ontario Human Rights Commission's online training module on human rights and provide copies of the certificates of completion to the applicant.</p>
Russell v. Indeka Imports Ltd., 2013 HRTO 421	12 March, 2013	Disability	Employment	<p>Decision on Remedy.</p> <p>Applicant not entitled to be compensated for lost Employment Insurance benefits, if any.</p>
Swift v. Bell Technical Solutions, 2013 HRTO 210	5 February, 2013	Disability	Employment	Application Dismissed (Matter subject to federal jurisdiction).
Zhao v. Toronto Community Housing Corporation, 2012 HRTO 2187	22 November, 2012	Age	Employment	<p>Application Dismissed (merits).</p> <p>Application has no reasonable prospect of success.</p>

C. RECONSIDERATION DECISIONS:

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Garrie v. Janus Joan Inc., 2012 HRTO 999	16 May, 2012	Disability	Employment	Applicant's request to add personal respondent applicant's request for reconsideration – denied.
Garrie v. Janus Joan Inc., 2012 HRTO 1955	15 October, 2012	Disability	Employment	Applicant's request for reconsideration – granted
Alcee v. Ontario Family Group Homes Inc., 2013 HRTO 439	14 March, 2013	Disability	Employment	Applicant's request for reconsideration – denied.
Minoo v. Ontario Family Medicine Residency Program, 2013 HRTO 99	21 January, 2013	Race and related grounds, Creed, Age	Goods, Services or Facilities and Employment	Applicant's request for reconsideration – granted in part (Tribunal will consider proposed amendments and systemic allegations raised in RFOP).
O'Brien v. Organic Bakery Works Inc., 2013 HRTO 5	3 January, 2013	Disability	Employment	Respondent's request for reconsideration – denied.

D. INTERIM DECISIONS

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Austen v. Senior Tours Canada, 2013 HRTO 375	5 March, 2013	Disability	Goods, Services or Facilities	Respondent's request for adjournment – denied.
Axworthy v. Caledon (Town), 2012 HRTO 1661	31 August, 2012	Disability	Employment	Applicant's request to amend breach of settlement application – granted. Respondent's request for production of tax documents – granted in part.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Baylon v. University Health Network, 2012 HRTO 1783	19 September, 2012	Disability	Employment	Applicant's request to amend (unopposed) – granted. Respondent's request to dismiss for delay – denied.
Benedicto v. Auralite Panel Products Limited, 2012 HRTO 2194	23 November, 2012	Race and associated grounds, Reprisal	Employment	Respondent's request for adjournment – denied.
Brackenbury v. Prizm, 2012 HRTO 1292	29 June, 2012	Disability	Employment	Applicant's request that application continue to be held in abeyance – granted.
Brackenbury v. Prizm, 2013 HRTO 244	11 February, 2013	Disability	Employment	Applicant's request that application be dismissed as against bankrupt corporate respondent – granted. Applicant's request that corporate respondent provide contact information for personal respondents – granted.
CAW – Canada v. Presteve Foods Ltd., Justice for Migrant Workers (Intervenor), 2012 HRTO 1365	10 July, 2012	Race and related grounds, Citizenship	Employment	Respondent's request that Vice Chair recuse himself – denied.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
CAW – Canada v. Presteve Foods Ltd., Justice for Migrant Workers (Intervenor) 2013 HRTO 20	4 January, 2013	Race and related grounds, Citizenship	Employment	<p>Respondent's request for authorization to use and disclose materials disclosed by Crown in criminal proceeding – granted with conditions.</p> <p>Respondent's request that transcript from preliminary inquiry in criminal proceeding be accepted as sworn testimony before the Tribunal – granted.</p> <p>Respondent's requests to dismiss allegations for vagueness, delay and/or as beyond the scope of the application – granted in part.</p> <p>Additional procedural and case management issues addressed and resolved.</p>
Cickello v. Keystone Mechanical Group Inc., 2013 HRTO 326	26 February, 2013	Sex	Employment	<p>Applicant's request for production – granted.</p> <p>Applicant's request for particulars – granted.</p>
Chen v. Midland Food Products Inc., 2012 HRTO 1265	26 June, 2012	Disability	Employment	Respondent's request for disclosure – granted in part.
Chen v. Midland Food Products Inc., 2012 HRTO 1322	4 July, 2012	Disability	Employment	Respondent's request for adjournment – denied.
Chen v. Midland Food Products Inc., 2012 HRTO 2309	7 December, 2012	Disability	Employment	Respondent's request for production of medical notes – granted in part.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Corbett v. Sguassero, 2013 HRTO 92	17 January, 2013	Disability, Sex	Housing	Applicant's request that doctor be permitted to testify by telephone – granted.
Daragjati v. Strabag Inc., 2013 HRTO 464	19 March, 2013	Disability	Employment	Respondent's request to amend (unopposed) – granted. Respondent's request to remove personal respondent – granted. Respondent's request for summary hearing – denied. Respondent's request to defer – denied.
Effendi v. Securitas Canada Ltd., 2012 HRTO 1579	15 August, 2012	Race, Place Of Origin, Age	Employment	Applicant's request for production – granted in part. Respondent's request for production – granted in part. Respondent's request for particulars – denied.
Ennis v. Drain-All Ltd., 2012 HRTO 1372	11 July, 2012	Disability	Employment	Respondent's request to defer – denied.
Franceschina v. Essar Steel Algoma Inc., 2012 HRTO 1397	16 July, 2012	Disability, Sex	Employment	Union's request to intervene – granted.
Franceschina v. Essar Steel Algoma Inc., 2012 HRTO 1634	27 August, 2012	Disability, Sex	Employment	Respondent's request to dismiss allegations for delay – granted Respondent's request to defer – denied.
Frenza v. Custom Granite & Marble Ltd., 2012 HRTO 1094	31 May, 2012	Sex (Pregnancy)	Employment	Respondent's request for an adjournment – denied.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
G.G v. 1489024 Ontario Ltd., 2012 HRTO 824	24 April, 2012	Sex (Sexual Harassment, Solicitation and Assault)	Employment	Applicant's request to anonymize – granted.
Giaouzis v. Hudson's Bay Company, 2012 HRTO 1699	7 September, 2012	Disability	Employment	Applicant's request to re-activate deferred application – granted.
Gibson v. Ontario (Education), 2012 HRTO 2168	19 November, 2012	Disability	Employment	Applicant's request to add respondent – granted Respondent's request for summary hearing – denied.
Gor v. Durham Hino Truck & Equipment Inc., 2013 HRTO 410	11 March, 2013	Disability, Sex (Harassment), Reprisal	Employment	Respondent's request for indefinite extension of time to filing response – denied.
Grandbois v. Belanger R.V. Inc., 2013 HRTO 158	29 January, 2013	Disability	Employment	Applicant's request that trustee advise whether applications delivered to individual respondents and to provide their contact information – granted.
Griffiths v. Children's Aid Society of Toronto, 2012 HRTO 1443	24 July, 2012	Disability	Employment	Applicant's request to amend application by requesting reinstatement – granted.
Halliday v. Van Toen Innovations Incorporated, 2012 HRTO 1046	25 May, 2012	Disability	Employment	Applicant's request to amend (to add new reprisal allegation) – granted.
Hardeen v. Splash International Marketing Inc., 2012 HRTO 780	17 April, 2012	Sex (Sexual Solicitation)	Employment	Applicant's request to add personal respondent – granted.
Hu v. Canadore College, 2013 HRTO 41	10 January, 2013	Place of Origin, Reprisal	Goods, Services or Facilities	Application deferred – Tribunal initiated inquiry into whether to dismiss because of civil action or to defer.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Islam v. Helrit Investments Ltd., 2013 HRTO 120	23 January, 2013	Place of Origin, Citizenship	Housing	<p>Applicant's request to change name of respondent and to add respondent (unopposed) – granted.</p> <p>Applicant's request to amend application and will say statement (unopposed) – granted.</p> <p>Respondent's request to adjourn (unopposed) – granted.</p>
Islam v. Trevi Investmets Inc., 2012 HRTO 1835	25 September, 2012	Place of Origin, Citizenship	Housing	<p>Respondent's request to adjourn (unopposed) – granted.</p> <p>Applicant's request for legal name of respondent – granted.</p> <p>Applicant's request for compliance with disclosure obligations – granted.</p>
Islam v. Trevi Investmets Inc., 2012 HRTO 2206	26 November, 2012	Place of Origin, Citizenship	Housing	Order directing respondent to provide legal name of respondent and to comply with disclosure requirements and directions.
Jacques v. The Dominion of Canada General Insurance Company, 2012 HRTO 891	4 May, 2012	Disability	Contracts and Goods, Services or Facilities	Respondent's request to reconsider interim decision in 2012 HRTO 504 – denied.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Junkin v. Liza Home/Communities, 2013 HRTO 98	18 January, 2013	Disability	Employment	Respondent's request to dismiss for delay – denied. Respondent's request to dismiss as an abuse of process – deferred. Applicant's request to add respondents – deferred.
K.M. v. Sunnybrook Health Sciences Centre, 2012 HRTO 1505	1 August, 2012	Gender Identity	Goods, Services or Facilities	Applicant's request to anonymize (uncontested) – granted. Applicant's request to amend remedial request – granted.
Kakan v. Voysus Group Inc., 2012 HRTO 1687	7 September, 2012	Sex (Pregnancy)	Employment	Applicant's request for production – granted. Applicant's request for contact information for witness – granted.
Kakan v. 2067598 Ontario Inc. aka Voysus Group Inc., 2012 HRTO 2198	23 November, 2012	Sex (Pregnancy)	Employment	Applicant's request to amend name of respondent and for confirmation of legal status of respondent – granted. Applicant's request for disclosure – granted in part. Respondent's request for disclosure – granted.
Kanji v. Regional Municipality of Peel Police Services Board, 2012 HRTO 1922	10 October, 2012	Disability	Goods, Services or Facilities	Respondent's request to remove personal respondent – granted.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Keefer V. 54 Rideau Terrace Investments Ltd., 2012 HRTO 1324	4 July, 2012	Disability	Housing	Applicant's request to expedite – granted. Applicant's request to add respondent (uncontested) – granted.
Khatkur v. Peel District School Board, 2012 HRTO 772	17 April, 2012	Race and related grounds, Association, Reprisal	Employment	Order bifurcating hearing and disclosure requirements (Tribunal initiated).
Khatkur v. Peel District School Board, 2012 HRTO 1106	5 June, 2012	Race and related grounds, Association, Reprisal	Employment	Respondent's request that one allegation be heard in the second part of the hearing – denied.
Khatkur v. Peel District School Board, 2012 HRTO 2074	30 October, 2012	Race and related grounds, Association, Reprisal	Employment	Applicant's request to remove personal respondent – granted. Applicant's request for production of documents – granted in part.
Khauv v. Primeline Windows Inc., 2012 HRTO 1282	21 November, 2012	Disability	Employment	Respondent's request to amend (unopposed) – granted.
Kouame v. DHL Express(Canada) Ltd., 2013 HRTO 91	17 January, 2013	Disability	Employment	Applicant's request to defer – granted.
Kudiabor v. 901399 Ontario Limited/LA Truck and Trailer, 2013 HRTO 342	28 February, 2013	Race, Disability, Age	Employment	Applicant's request to amend (remedy) – granted.
Lalonde v. Mike Witherall Mechanical Ltd., 2013 HRTO 343	28 February, 2013	Disability	Employment	Applicant's request to defer – granted.
Liu v. Carleton University, 2013 HRTO 118	23 January, 2013	Disability	Goods, Services or Facilities	Respondent's request to dismiss application as having no reasonable prospect of success – denied.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Main v. OWN Housing Co-operative Inc., 2012 HRT0 710	10 April, 2012	Breach of Settlement	Breach of Settlement	Applicant's request to amend breach of settlement application – denied.
Mallette v. Poly Fiberglass Industries (Thunder Bay) Ltd., 2012 HRT0 1942	12 October, 2012	Age	Employment	Applicant's request for disclosure – granted.
Marshall v. Toronto Police Services, 2012 HRT0 966	14 May, 2012	Race, Colour, Ancestry	Goods, Services or Facilities	Applicant's request for production and disclosure – granted (some documents to be disclosed directly, others to be produced to Tribunal for assessment as to relevance).
Marshall v. Toronto Police Services, 2012 HRT0 1776	20 September, 2012	Race, Colour, Ancestry	Goods, Services or Facilities	Order for disclosure of some of the records produced to Tribunal by Respondent pursuant to 2012 HRT0 966.
Marshall v. Toronto Police Services, 2013 HRT0 262	13 February, 2013	Race, Colour, Ancestry	Goods, Services or Facilities	<p>Applicant's request to amend (remedies) – granted.</p> <p>Applicant's request to bifurcate proceedings – granted.</p> <p>Respondent's request to tape and transcribe proceedings – granted.</p> <p>Applicant's request for disclosure – granted in part.</p> <p>Respondent's request to reconsider part of disclosure order in 2012 HRT0 1776 because of statutory privilege – denied.</p>

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Maxwell v. Cooper-Standard Automotive Canada Limited, 2012 HRTO 1368	11 July, 2012	Disability	Employment	Human Rights Legal Support Centre, Office of the Employer Advisor, Ontario Human Rights Commission and Industrial Accident Victim's Group of Ontario request to intervene – granted.
McAllister v. By-de-Molen Co-operative Homes, 2012 HRTO 1029	23 May, 2012	Disability, Family Status, Receipt of Public Assistance, Association	Housing	Applicant's request for interim remedy – deferred (respondent ordered to respond to request).
Oliver v. South Simcoe Police Service, 2013 HRTO 387	7 March, 2013	Ancestry (perceived), Creed, Harassment, Reprisal	Employment	Respondent's request to remove personal respondents – granted with respect to four individuals, denied with respect to three individuals. Union's request to intervene – granted.
Oliver v. South Simcoe Police Service, 2012 HRTO 863	1 May, 2012	Ancestry, Creed, Reprisal	Employment	Applicant's request to extend time to request reactivation of deferred application – granted.
Picard v. Nicole Chartrand, 2012 HRTO 1252	26 June, 2012	Disability	Employment	Applicant's request to add corporate respondent – granted. Applicant's request to amend application – granted.
Quach v. HMS Host International Canada, 2012 HRTO 892	4 May, 2012	Race, Ethnic Origin, Age	Employment	Union's request to intervene – granted. Respondent's request to defer – update on status of any outstanding grievances requested from parties.
Schugmann v. Red Lake (Municipality), 2013 HRTO 84	16 January, 2013	Race, Ancestry and related grounds	Employment	Union's request to intervene – granted.

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Seberras v. Workplace Safety and Insurance Board, 2012 HRTO 1513	2 August, 2012	Disability	Goods, Services and Facilities	Intervenor (Attorney General for Ontario) request for deferral – granted.
Shilling v. Kawartha Club Bingo, 2012 HRTO 902	7 May, 2012	Race and related grounds, Sex (Sexual solicitation), Reprisal	Employment	Respondent's request for disclosure – granted.
Singh v. Villa Colombo Homes for the Aged Inc., 2013 HRTO 378	6 March, 2013	Disability	Employment	Respondent's request to defer application – granted.
Smith v. The Rover's Rest, 2012 HRTO 895	7 May, 2012	Disability, Reprisal	Goods, Services and Facilities	Applicant's request to amend (add ground of reprisal) – granted.
Speziale v. Royal Canadian Legion Branch #29, 2013 HRTO 86	16 January, 2013	Disability	Employment	Respondent's request for change of hearing location – denied. Applicant's request that respondent be directed to comply with disclosure requirements – granted.
Spooner v. Northumberland County Social Housing, 2012 HRTO 904	7 May, 2012	Disability	Housing	Applicant's request for order requiring disclosure – denied.
Spooner v. Northumberland County Social Housing, 2012 HRTO 976	15 May, 2012	Disability	Housing	Applicant's request that three witnesses be permitted to testify by teleconference – granted.
St. Louis v. Ottawa Police Services Board, 2012 HRTO 899	7 May, 2013	Disability, Race	Goods, Services or Facilities	Respondent's request to dismiss for delay – application held to be untimely; Applicant ordered to provide submissions on whether delay incurred in good faith.
Terit v. Visvalingam, 2012 HRTO 1957	15 October, 2012	Sex (Sexual Harassment and Solicitation)	Employment	Respondent's request to defer – denied (moot).

	Decision Date	Ground(s)	Social Area	Nature of request/ Result
Thompson v. Display Potentials Inc., 2012 HRTO 1386	13 July, 2012	Sex, Age	Employment, Contracts	Applicant's request to amend (unopposed) – granted.
VandenBroek v. Villa Otthon, 2012 HRTO 1011	17 May, 2012	Disability	Housing	Applicant's request for disclosure and for compliance with respondent's pre-hearing obligations – granted. Applicant's request for anonymization – denied.
Vanstone v. Mid-Huron Landfill Sire Board, 2012 HRTO 694	5 April, 2012	Sex (Sexual Harassment and Solicitation)	Employment	Respondent's request for consolidation and for an adjournment – granted.
Wesley v. 2252466 Ontario Inc., 2012 HRTO 2178	21 November, 2012	Race and related grounds, Sex, Sexual Orientation, Disability	Employment	Request for stay of application against personal respondent pursuant to Bankruptcy and Insolvency Act – granted. Application to continue against corporate respondent.
Widdis v. Desjardins Group, 2012 HRTO 1906	5 October, 2012	Creed	Employment	Applicant's request for disclosure – granted.
Widdis v. Desjardins Group, 2012 HRTO 2059	29 October, 2012	Creed	Employment	Applicant's request for order compelling respondents to provide more detailed witness statements – granted.
Wozniczka v. The Polish Mutual Benefit Society, 2013 HRTO 51	10 January, 2013	Sex, Association, Reprisal	Employment	Applicant's request to amend (add allegation and ground of reprisal) – granted.

DID NOT INCLUDE:

Rollick v. 1526597 Ontario Inc. o/a Tim Hortons Store No. 2533, 2013 HRT0 171	30 January, 2013			5.5
Wave v. Canada Cartage Diversified GP Inc., 2012 HRT0 879	3 May, 2012	Sex, Reprisal	Employment	no submissions from hrlsc. fed reg'd.



Human Rights Legal Support Centre

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